

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**APPLICANT(S):**        Dakshi AGRAWAL et al.        **ART UNIT:**    2445  
**APPLICATION NO.:**    10/713,306                                **EXAMINER:** William GOODCHILD  
**FILING DATE:**        November 14, 2003                                **DATED:**        December 29, 2010  
**FOR:**                    **METHOD AND APPARATUS TO ESTIMATE CLIENT  
PERCEIVED RESPONSE TIME**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

Sir:

In response to the Office Action of the United States Patent and Trademark Office dated September 29, 2010, please consider the following amendments and remarks.